



PATENTS

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## IN THE U.S. PATENT AND TRADEMARK OFFICE

In re Application of:

Matthew G.A. McConnell et al.

Serial No.: 10/645,917

) Art Unit: 2614

Filing Date: August 20, 2003

) Examiner: Bui, Bing Q

Title: Method and System for Selecting a  
Preferred Contact Center Agent Based  
on Agent Proficiency and Performance  
and Contact Center State) Confirmation No.: 9581  
Attorney Docket No.: 07117.105015

## TRANSMITTAL

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith are papers in the above-identified application.

Amendment and Response.  
 Petition for Extension of Time  
 An additional fee is not required.

	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	RATE	ADDIT. FEE
TOTAL	13	MINUS	38 =	0	x25	\$0	x50	\$0
INDEP.	3	MINUS	5 =	0	x100	\$0	x200	\$0
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS					+180	\$	+360	\$0
					<b>TOTAL ADDITIONAL FEE</b>	<b>\$0</b>		<b>\$0</b>

A check in the amount of \$ \_\_\_\_\_ is attached.  
 The Commissioner is hereby authorized to charge any additional fees required under 37 C.F.R. § 1.16, or to credit any overpayment, to Deposit Account No. 11-0980. A duplicate of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 11, 2006.

Michael L. Wach, Reg. No. 54,517

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By: Michael L. Wach  
Michael L. Wach, Reg. No. 54,517



Patents

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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Art Unit: **2614**  
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Confirmation No.: **9581**  
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**AMENDMENT AND RESPONSE UNDER 37 C.F.R. § 1.116**

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Responsive to the Official Action mailed June 15, 2006, please enter the following amendments and consider the following remarks.

[This section is intentionally left blank.]

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 11, 2006.

  
Michael L. Wach, Reg. No. 54,517